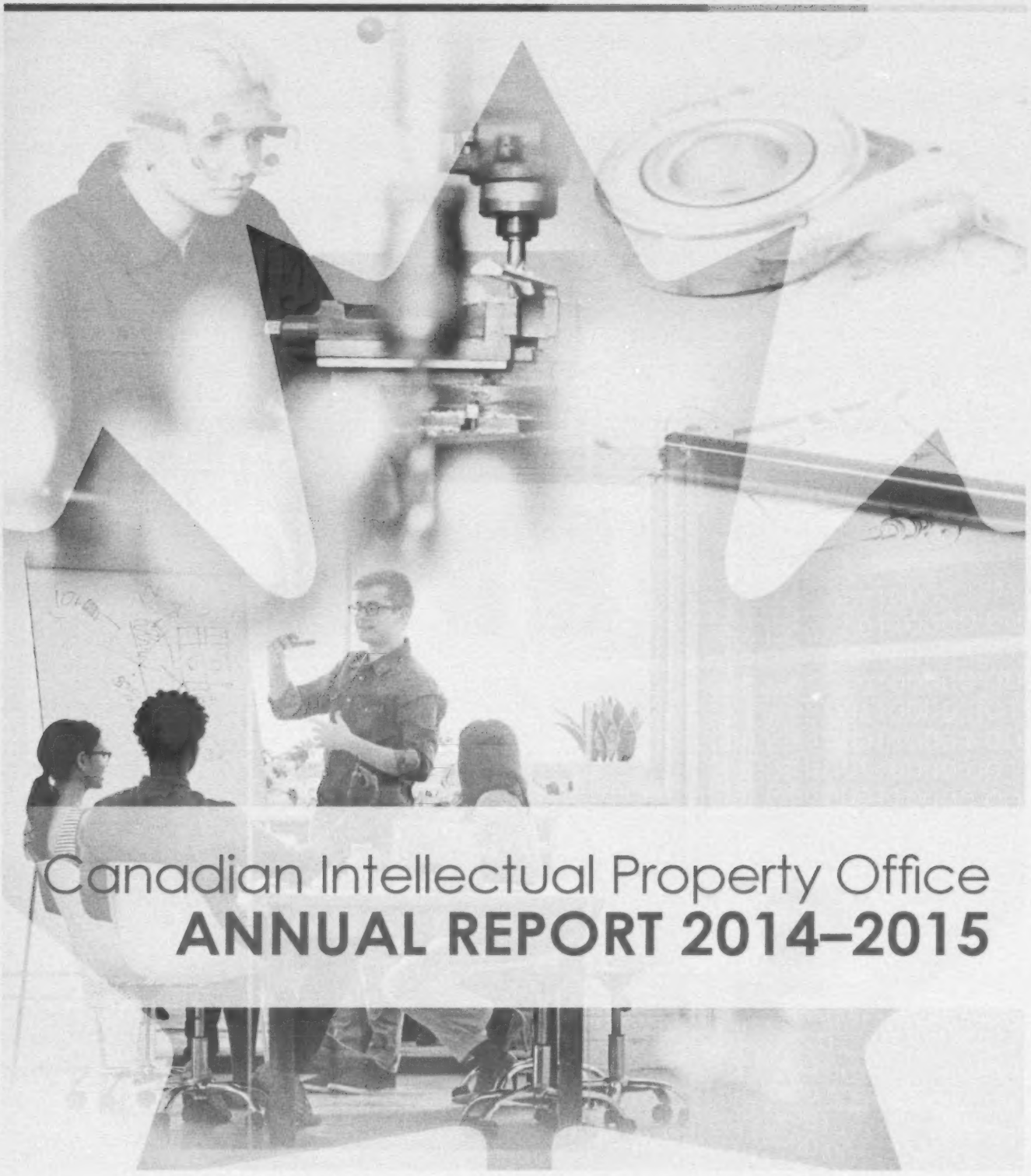
Government of Canada | Gouvernement du Canada



Canadian Intellectual Property Office
ANNUAL REPORT 2014–2015

Canada

This publication is available online in HTML version at www.cipo.ic.gc.ca

This publication is available upon request in accessible formats.

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OUR MISSION

TO CONTRIBUTE TO CANADA'S INNOVATION AND ECONOMIC SUCCESS BY:

PROVIDING GREATER CERTAINTY IN THE MARKETPLACE THROUGH HIGH QUALITY AND TIMELY IP RIGHTS

FOSTERING AND SUPPORTING INVENTION AND CREATIVITY THROUGH KNOWLEDGE SHARING

RAISING AWARENESS TO ENCOURAGE INNOVATORS TO BETTER EXPLOIT IP

HELPING BUSINESS COMPETE GLOBALLY THROUGH INTERNATIONAL COOPERATION AND THE PROMOTION OF CANADA'S IP INTERESTS

ADMINISTERING CANADA'S IP SYSTEM AND OFFICE EFFICIENTLY AND EFFECTIVELY

OUR VISION

OUR LEADERSHIP AND EXPERTISE SUPPORT CREATIVITY, ENHANCE INNOVATION AND CONTRIBUTE TO ECONOMIC SUCCESS.

OUR VALUES

AS TRUSTED PARTNERS IN BUILDING AN INNOVATIVE CANADIAN ECONOMY:

- WE SERVE WITH EXCELLENCE AND EFFICIENCY IN ALL THAT WE DO
- WE MAKE TIMELY AND SOUND DECISIONS ON IP RIGHTS
- WE RESPECT THE PERSPECTIVES OF STAKEHOLDERS WHILE CARRYING OUT OUR REGULATORY FUNCTION

HOW WE CONNECTED WITH CANADIAN INNOVATORS AND CREATORS

12,923
WRITTEN INQUIRIES WERE RECEIVED AND ANSWERED BY THE CLIENT SERVICE CENTRE

54,095
PHONE ENQUIRIES

2,051
WALK-IN CLIENTS

1,275 TWEETS
3,104 FOLLOWERS

5,000+
INDIVIDUALS AND PARTNERS MET WITH CIPO BUSINESS DEVELOPMENT OFFICERS

3,200
PEOPLE PARTICIPATED IN IP PRESENTATIONS DELIVERED BY CIPO

TOP 10 FILING COUNTRIES AT CIPO

RANK	PATENTS		TRADEMARKS		INDUSTRIAL DESIGNS		COPYRIGHTS	
1	US	17,129	CA	21,426	US	3,248	CA	6,844
2	CA	4,812	US	16,792	CA	824	US	560
3	DE	2,374	DE	1,574	SZ	204	HK	64
4	JP	1,903	GB	1,501	DE	201	BM	26
5	FR	1,876	FR	1,230	GB	183	GB	22
6	SZ	1,476	JP	1,081	JP	174	FR	19
7	GB	1,229	SZ	915	FR	146	SZ	17
8	CN	661	CN	869	CN	100	CN	16
9	NL	601	IT	651	KR	93	AU	14
10	IT	569	AU	571	SE	83	JP	11

2014–2015 IN NUMBERS

APPLICATIONS

37,526
PATENTS

51,181
TRADEMARKS

7,638
COPYRIGHTS

5,916
INDUSTRIAL DESIGNS

REQUESTS FOR EXAMINATION

28,776
PATENTS

GRANTS/ REGISTRATIONS

23,746
PATENTS

25,613
TRADEMARKS

6,822
COPYRIGHTS

6,424
INDUSTRIAL DESIGNS

2,484
INTERNATIONAL SEARCHING AUTHORITY (ISA) APPLICATIONS

268
INTERNATIONAL PRELIMINARY EXAMINATION AUTHORITY (IPEA) APPLICATIONS

OUR CLIENT SERVICE COMMITMENT

At CIPO, we are committed to providing excellent services to our clients. We have established service standards to provide you with the products and services that you need in a timely manner.

There are several ways that you can reach us: by phone, mail, email and fax. The Client Service Centre checks voice messages at least once a day and will return your call by the end of the next business day. We respond to general enquiries received by mail, email and fax requests within two business days.

If you prefer, you can visit the Client Service Centre, where we offer services in both official languages. If needed, an information officer will be there to help you.

If you wish to give us feedback on any of the products and services that we offer, please use our online feedback form.

HOW TO REACH US

CANADIAN INTELLECTUAL PROPERTY OFFICE
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Contents

MESSAGE FROM THE CEO 2

SUPPORTING CANADIAN INNOVATION 5

FEATURES 8

A MODERN IP FRAMEWORK FOR A GLOBALLY COMPETITIVE CANADA 9

NEW BUSINESS SERVICES, BETTER ACCESS TO INFORMATION 11

AN IT INFRASTRUCTURE TO KEEP PACE WITH THE BUSINESS OF INNOVATION 12

LEAN, MOTIVATED AND READY TO ENGAGE 13

PERFORMANCE VS OBJECTIVES 15

PATENT BRANCH 16

TRADEMARKS BRANCH 18

COPYRIGHT AND INDUSTRIAL DESIGNS BRANCH 20

PATENT APPEAL BOARD 22

TRADEMARKS OPPOSITION BOARD 23

MESSAGE FROM THE CEO

Crossing the halfway point in our five-year business strategy, we made significant progress toward our strategic goals in 2014–2015 and emerged better equipped than ever to support Canadian innovation in the modern, global intellectual property (IP) arena.

Working with colleagues within the department, CIPO supported a wave of legislative amendments to the *Patent Act*, the *Trade-marks Act* and the *Industrial Design Act* which will allow Canada to align with international treaties and modernize our country's IP framework. This process of modernization will help spur innovation in Canada and increase our country's economic competitiveness.

In keeping with our IT modernization vision, we engaged in a number of major technology initiatives to better support businesses. These included creating a long-term IT roadmap for CIPO as well as refining key digital and online services to deliver greater value to innovators throughout the innovation life cycle.

All of this work was carried out in support of our strategic and enabling pillars identified in our business strategy: to strive internally for operational excellence and to focus on meeting the IP needs of Canadian innovators and creators, giving them access to the knowledge they need to effectively use IP. Thanks to the feedback we received from our customers through roundtable discussions, we spent the year developing a series of potential services to businesses. On the operational front, we applied Lean methodologies to modernize our procedures and streamline the way we work to allow us to deliver IP services in a timely manner.

Achieving excellence depends on the strength of an organization's team. According to the 2014 Public Service Employee Survey (PSES) findings received last fiscal year, CIPO has made gains in employee engagement and the creation of a workplace based on respect and ethics. The organization's commitment to continuous improvement will sustain that focus on employee engagement and development, guided by an action plan for supporting a highly skilled workforce.

Realizing all that we have in 2014–2015 (the third year of our business strategy) is, from my perspective, a remarkable feat and one every CIPO employee should be proud of. Those achievements will give Canadian innovators the tools and protections they need to innovate, create and succeed in the global economy.

Going forward, we will work to implement the legislative changes, continue to harmonize Canada's IP framework with those of other countries, and identify and adopt international best practices in registering IP rights—in each case leveraging the right technologies to carry out our work in an integrated and efficient way.

Johanne Bélisle
Commissioner of Patents,
Registrar of Trade-marks,
and Chief Executive Officer

CIPO AT A GLANCE

THE CANADIAN INTELLECTUAL PROPERTY OFFICE IS A SPECIAL OPERATING AGENCY OF THE GOVERNMENT OF CANADA. OUR AREAS OF ACTIVITY INCLUDE:

PATENTS

NEW INVENTIONS AND IMPROVEMENTS TO EXISTING INVENTIONS

TRADEMARKS

WORDS OR DESIGNS USED TO IDENTIFY GOODS OR SERVICES

COPYRIGHT

PROTECTION FOR ARTISTIC, DRAMATIC, MUSICAL, LITERARY AND OTHER WORKS

INDUSTRIAL DESIGNS

VISUAL FEATURES APPLIED TO A FINISHED ARTICLE OF MANUFACTURE

INTEGRATED CIRCUIT TOPOGRAPHIES

THREE-DIMENSIONAL CONFIGURATIONS OF ELECTRONIC CIRCUITS

965
EMPLOYEES
FOR OVER

100,000
IP APPLICATIONS

OUR BRANCHES

PATENT BRANCH

TRADEMARKS BRANCH

COPYRIGHT AND INDUSTRIAL DESIGNS BRANCH

PATENT APPEAL BOARD

TRADEMARKS OPPOSITION BOARD

CORPORATE STRATEGIES AND SERVICES

INFORMATION BRANCH

PROGRAMS BRANCH

OUR PILLARS

CUSTOMERS

FOCUSING ON DEVELOPING A DEEPER UNDERSTANDING OF INNOVATORS' IP NEEDS AND NEW SERVICES CIPO CAN PROVIDE

ACCESS TO INNOVATIVE KNOWLEDGE

ENSURING CIPO EFFECTIVELY DISSEMINATES INFORMATION TO ENCOURAGE INNOVATION THROUGH THE EXPLOITATION OF ACCESSIBLE KNOWLEDGE

MODERN IP FRAMEWORK

REDUCING RED TAPE AND ALIGNING CANADA'S REGULATORY AND ADMINISTRATIVE IP FRAMEWORKS WITH INTERNATIONAL BEST PRACTICES

HIGHLY SKILLED WORKFORCE

ENABLING CIPO TO BE A FLEXIBLE, KNOWLEDGE-INTENSIVE, LEARNING-BASED ORGANIZATION THAT ATTRACTS AND RETAINS THE MOST QUALIFIED PEOPLE WHO UNDERSTAND THE INNOVATION BENEFITS OF IP

RESPONSIVE INFORMATION TECHNOLOGY INFRASTRUCTURE

ENSURING CIPO HAS A RESPONSIVE AND MODERN IT SYSTEM TO ENCOURAGE INNOVATION, MAINTAIN A MODERN REGULATORY FRAMEWORK AND PROVIDE EFFICIENT SERVICES AND ACCESSIBLE KNOWLEDGE

OPERATIONAL EXCELLENCE

ENABLING A STRONG AND SUSTAINABLE CAPABILITY TO MANAGE BUSINESS OPERATIONS EFFECTIVELY AND EFFICIENTLY WHILE MEETING THE NEEDS OF CUSTOMERS/STAKEHOLDERS FOR TIMELY, HIGH QUALITY AND COST-EFFECTIVE IP RIGHTS PROTECTIONS

Supporting Canadian **INNOVATION**

Supporting Canadian Innovation

Ideas, not *things*, are the key to prosperity in the global economy. Innovation and discovery are more important than ever. To flourish, innovative thinking requires the right setting: an environment where IP is valued and protected.

"The Coca-Cola brand and trademark is Coca-Cola's most valuable asset, bar none. ... Our relationship with CIPO is therefore critical to Coca-Cola's business: CIPO helps us protect our most valuable asset."

THE COCA-COLA COMPANY
A GLOBAL LEADER IN THE BEVERAGE INDUSTRY

A LEGACY OF DISCOVERY

Canada has a long history of innovation. Our country has produced medical breakthroughs, engineering advancements and great leaps forward in telecommunications and other advanced technologies. Reference documents like the *IP Regime in Canada* report, a report developed by the Standing Committee on Industry, Science and Technology, suggest that to continue this tradition, companies need the support of a modern and efficient IP system.

■ *So what does that look like?*

A WORLD OF OPPORTUNITY

With globalization knocking down economic boundaries, some parts of the traditional IP framework no longer support the reality of global business. Companies today need a timely and affordable way to protect their IP rights everywhere, not just at home. That requires the world's IP systems to be more harmonized.

At the same time, the *amount* of intellectual property being created has grown exponentially. Many companies' business models now make IP their main source of value, ahead of more tangible assets like physical goods. IP offices like CIPO need to adapt their ways of working to handle the rising tide and increasingly complex innovation environment.

> "[We do] extensive searches through the CIPO site before we proceed through our product development process. CIPO has been very beneficial in speeding up our product development."
>
> ***TRUDEAU CORPORATION***
> *SUPPLIER OF QUALITY KITCHEN AND TABLE PRODUCTS*

World IP Applications	2004	2013
Patents	1,574,400	2,567,900
Trademarks	4,468,063	7,045,140
Industrial Designs	586,600	1,242,701
Total	**6,629,063**	**10,855,741**

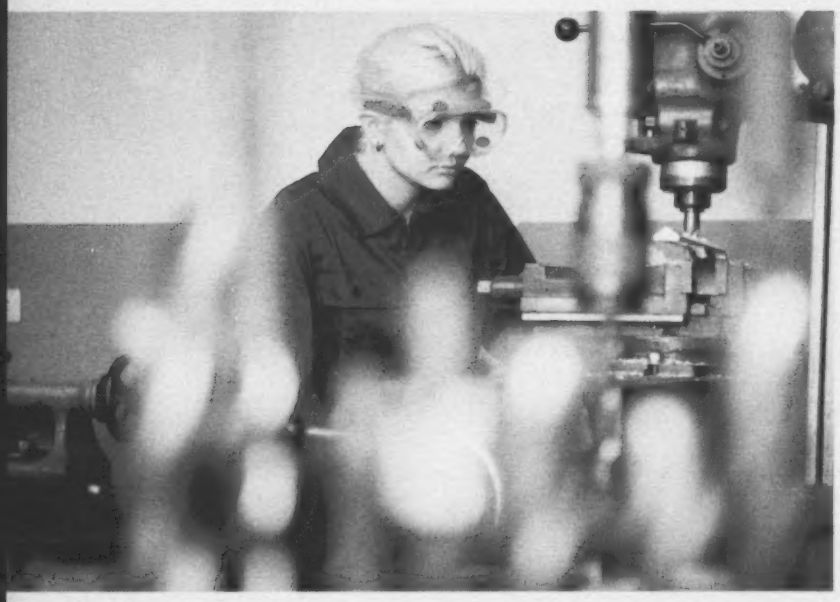
IP AS AN ECONOMIC ENGINE

CIPO has always focused on supporting innovation by providing timely, high quality IP protection so businesses can develop commercially successful products and services. In the new global reality, that means aligning our activities more closely with Canada's economic strategies and focusing on encouraging invention, discovery and commercial success through modernization, international harmonization, and more streamlined, efficient ways of getting IP business done.

FEATURES

A MODERN IP FRAMEWORK FOR A GLOBALLY COMPETITIVE CANADA

When ideas are well protected, companies have the confidence to transform them into competitive products and solutions. That knowledge has driven CIPO's ambitious agenda of IP modernization and international alignment over the past three years. The result? A wave of change that will ensure Canada's administrative and regulatory IP frameworks support innovation and competitiveness with clarity, certainty and efficiency.



A MODERNIZED IP SYSTEM

The Government of Canada sees IP protection as an economic priority, as proven by the significant legislative changes made that now allow the country to align its IP framework with important international treaties and agreements. These changes will give Canadian businesses a competitive advantage by reducing administrative burden and harmonizing international IP procedures.

In a single year, 2014–2015 brought updates to three key pieces of Canadian IP legislation. Bill C-31 received Royal Assent in June 2014: its amendments to the *Trade-Marks Act* allow Canada to join three international administrative IP treaties. These treaties will allow CIPO to reduce red tape, increase certainty, and support expansion into global markets. In December of that same year, amendments were passed to the *Patent Act* and *Industrial Design Act*, enabling the country to join another two IP treaties, with the objective to support Canadian businesses to compete globally. Changes to Canada's trademark regime were also undertaken as part of Bill C-8, the *Combatting Counterfeit Products Act*, which became law in December 2014.

INTERNATIONAL IP HARMONIZATION

While the new laws were being passed, CIPO worked with other IP offices to influence international forums, support Canada's trade and foreign policy agenda, and formalize agreements that benefit Canadian businesses. CIPO signed a new Patent Prosecution Highway (PPH) agreement with the European Patent Office to help innovators obtain patent protection in a timely and effective manner. CIPO also signed a memorandum of understanding with China that enables both countries' IP agencies to cooperate on several aspects of trademark administration.

Moreover, CIPO continued to provide expert assistance to developing countries—for example, through the annual CIPO-WIPO Executive Workshop for senior officials from developing countries. Also, CIPO attended the 7th meeting of the Patent Cooperation Treaty (PCT) Working Group in Geneva and the 7th Plurilateral PPH Working Group meeting in Singapore, and began accepting electronic filings of international patent applications prepared using the World Intellectual Property Organization (WIPO) ePCT service.

ALIGNED WITH INTERNATIONAL AGREEMENTS

CANADA'S LEGISLATIVE CHANGES IN 2014–2015 ALLOW THE COUNTRY TO PARTICIPATE IN:

- Nice Agreement Concerning the International Classification of Goods and Services for the Purposes of the Registration of Marks
- Singapore Treaty on the Law of Trademarks
- Protocol Relating to the Madrid Agreement Concerning the International Registration of Marks
- Patent Law Treaty
- Hague Agreement Concerning the International Registration of Industrial Designs

NEW BUSINESS SERVICES, BETTER ACCESS TO INFORMATION

Small and medium-sized businesses are important engines of the economy. Yet many lack the information to make sense of complex IP law and build strong IP strategies. To bridge that gap, CIPO worked throughout the year to identify new business services that will help Canadian businesses make the best use of their IP, and obtain the timely results they need.

BOOSTING CANADA'S "IP IQ"

Adopting a strong customer focus and delivering valuable services to business are top priorities for CIPO. To advance on these fronts, the organization shortlisted a number of potential new services to develop—including online resources and new training modules. CIPO also reviewed best practices, collaborating with select patent offices in other countries in preparation for introducing these new services and for developing others in the years to come.

Many of CIPO's new services are designed to boost Canadian companies' knowledge of IP: their "IP IQ". To complement these, CIPO expanded on existing strategic partnerships, and began building new ones, to carry out research on key topics and industries, and to share IP information more widely among small and medium-sized businesses.

HELPING BUSINESSES ACCESS IP INFORMATION

CIPO conducted a comprehensive gap analysis to determine which of its information is available to clients online and which can only be obtained via traditional media by request. This is an important first step toward ensuring that companies have access to the information they need to build effective IP strategies. Two specific initiatives that would increase access to information for IP users were identified for implementation. One initiative related to the Canadian Patents Database, which will increase transparency, improve efficiency of the search and examination process, and result in greater international compliance and cooperation. The other related to IP analytics, which will map out patent technologies and inventor collaborations, allowing for a better understanding of collaboration in innovation, emerging technologies and where Canadians may have a technological advantage. Longer-term plans are under development.

INFORMING INNOVATORS THROUGH OUTREACH

CIPO BUSINESS DEVELOPMENT OFFICERS MET WITH MORE THAN 5,000 INDIVIDUALS. WITH PARTNERS, WE DELIVERED IP PRESENTATIONS TO MORE THAN 3,200 PEOPLE.

AN IT INFRASTRUCTURE TO KEEP PACE WITH THE BUSINESS OF INNOVATION

With innovation accelerating and the global IP environment becoming increasingly interconnected, fast, reliable, and high-performing technology is a must for any IP organization. In 2014–2015, CIPO drew up an IT roadmap and advanced 15 technology modernization projects that will create a more agile and responsive IP system for Canadian companies.

PROPELLING OUR PRIORITIES

Last year's slate of IT modernization projects focused on a number of priority areas for CIPO. Legislative compliance topped the list as a result of sweeping changes to Canada's IP framework and preparations to align with multiple international agreements. Other projects focused on improving the timeliness of financial data, developing new business services, implementing an enterprise content management system and achieving internal process efficiencies.

A broad range of potential solutions were analyzed to validate the organization's IT roadmap, and planned investments were reassessed and reprioritized to ensure our IT modernization is coherent, integrated and efficient, with smart reuse of technologies and resources across projects. All proposed enhancements—from desktop software renewal to a long-term telework pilot—are meant to help employees serve clients better.

PUTTING OUR CUSTOMERS FIRST

As part of its IT activities in 2014-2015, CIPO initiated work on a customer relationship management framework, scheduled to launch in the 2017-2018 fiscal year, that will support high quality interactions with customers. Also, developing an online version of the *Trademarks Goods and Services Manual* and the functionality to classify according to the Nice classification and improving the CIPO website were all steps taken to streamline and consolidate the Office's technologies and platforms.

Work also progressed on updates to the Canadian Patents Database. New functionality allows users to filter search results to show only active or inactive patent documents, making it easier to narrow search results when determining freedom to operate or trying to avoid infringement.

PLANNED UPDATES AND IMPROVEMENTS TO CIPO'S WEB APPLICATIONS WILL ENHANCE THE USER EXPERIENCE.

LEAN, MOTIVATED AND READY TO ENGAGE

Organizations in many sectors today talk about "agility": the ability to work swiftly, adapt to change and leap at emerging opportunities. To support innovative Canadian companies, CIPO also has to be agile, so it made strides to streamline operations and strengthen its highly skilled workforce.

A MORE RESPONSIVE CIPO

CIPO teams continued to embed the principles of the Lean continuous process improvement methodology, focusing on customer value, quality, and timeliness throughout the organization's operations. Employees played an important role in reducing the processing times for trademark registration, the treatment of incoming correspondence, as well as several operational areas within the Patent Branch—all contributing towards CIPO's goals and objectives identified in the 2012–2017 Business Strategy.

Trademark employees also triggered several changes with the help of our clients to reduce the total processing times required to acquire a trademark, which were well received by the agent community and direct applicants alike. They were also able to reduce the inventory of trademark correspondence by more than 90%.

To better manage capacity, service standards, quality, and costs, CIPO developed activity-based management models that contributed to operational excellence and improved performance.

PROMOTING EMPLOYEE EXCELLENCE

Highly effective people are crucial to organizational excellence. CIPO developed competency profiles for managers to support employee development, approved an approach to career path design, and developed specific career paths for supervisors and managers, outlining training requirements for both roles. Training was key to keeping the CIPO workforce current. For example, we had 186 training sessions for patent examiners and we launched a mentoring program pilot for patent examiners.

Results from the 2014 Public Service Employee Survey (PSES), which measures employee opinions on employee engagement, leadership, the workforce and the workplace, arrived at the close of 2014–2015. CIPO began work on a new 2014–2017 PSES action plan by analyzing its strengths and areas of improvement, having completed 100% of the action items of the 2011 PSES action plan earlier in the year. Formal awards and informal recognitions helped boost employee engagement and celebrate individual achievements.

86% SAID:
"I am proud of the work that I do"

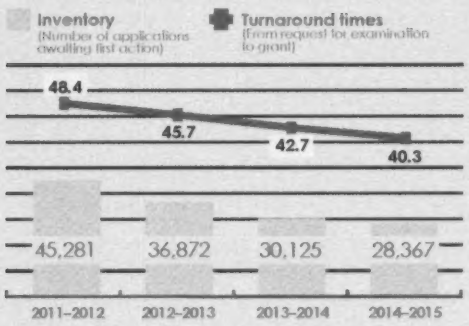
2014 PUBLIC SERVICE EMPLOYEE SURVEY

STRIVING FOR HIGHER PERFORMANCE

CIPO'S ONGOING IMPROVEMENT INITIATIVES CONTINUED TO YIELD SIGNIFICANT EFFICIENCY GAINS THROUGHOUT 2014–2015.

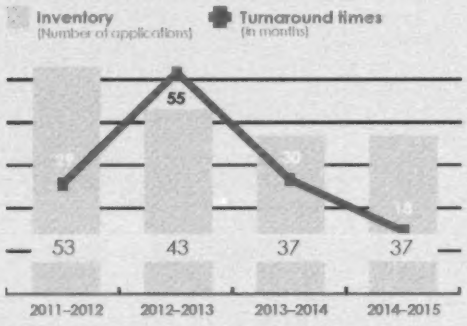
PATENTS

(INVENTORY AND TURNAROUND TIMES)



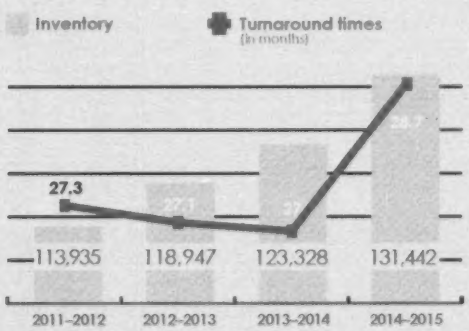
PATENT APPEAL BOARD

(INVENTORY AND TURNAROUND TIMES)



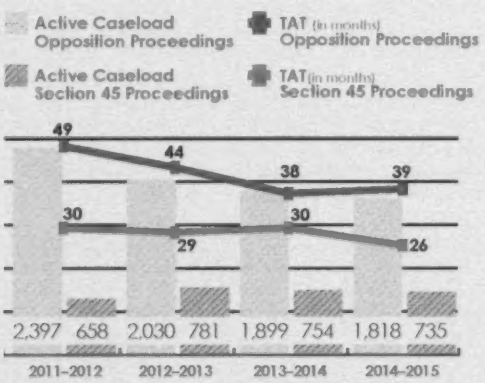
TRADEMARKS

(INVENTORY AND TURNAROUND TIMES)



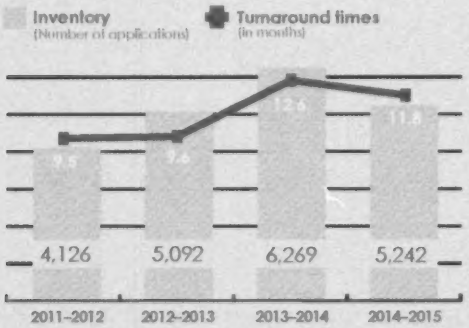
TRADEMARKS OPPOSITION BOARD

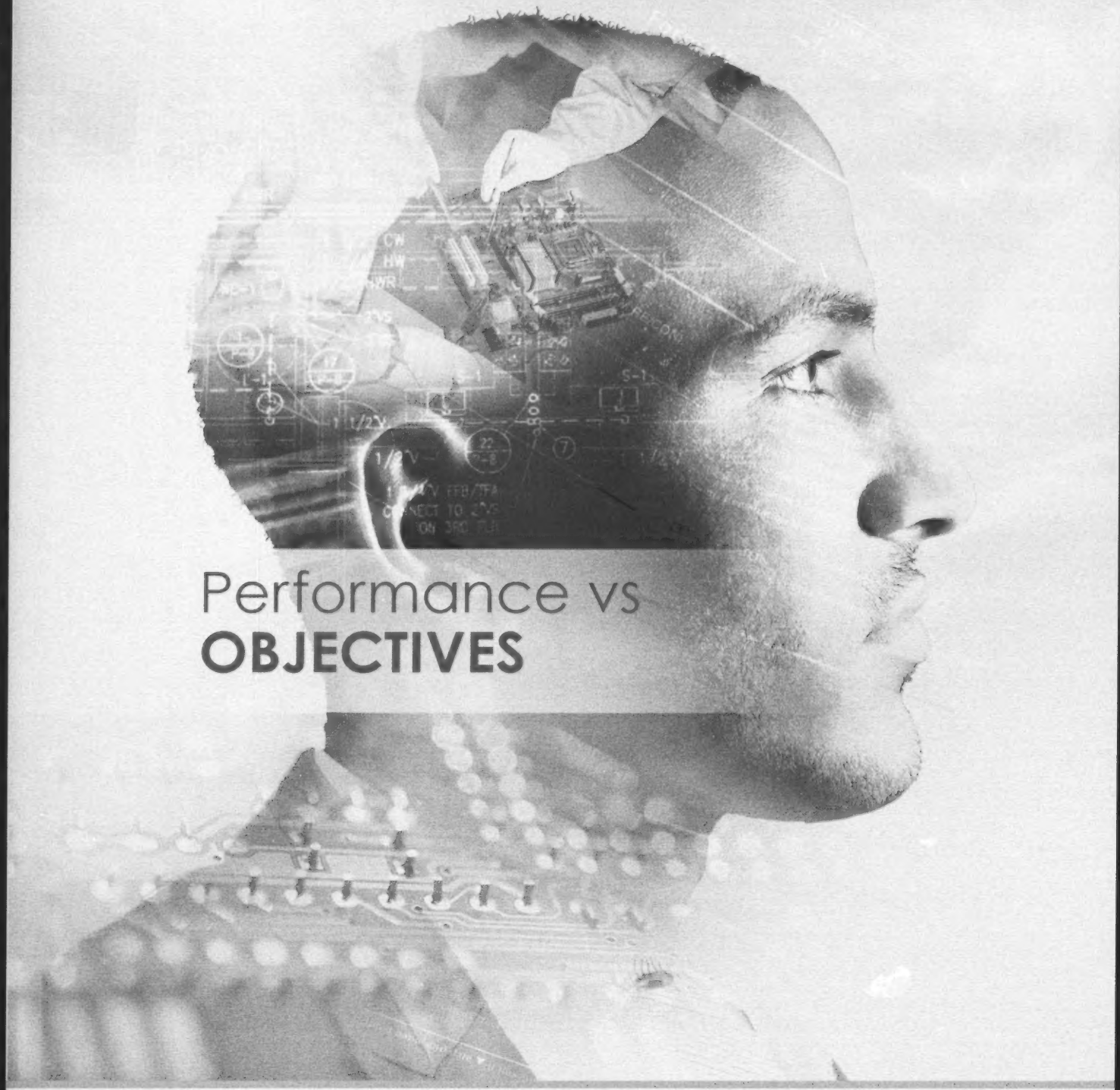
(CASELOAD AND TURNAROUND TIMES FOR OPPOSITION PROCEEDINGS)



INDUSTRIAL DESIGN

(INVENTORY AND TURNAROUND TIMES)





Performance vs **OBJECTIVES**

To contribute to CIPO's overarching strategic aim to improve IP frameworks, support innovation, competitiveness, clarity and certainty and reduce "red tape", each branch within CIPO sets specific priorities to achieve over the course of the fiscal year. The following indicates those priorities in 2014–2015 and summarizes the progress achieved toward them.

PATENT BRANCH

ORGANIZATIONAL OBJECTIVE:

To support CIPO's objective of administering IP rights in a timely way, the Patent Branch aimed to reduce pendency—the average number of months from receipt of a request for examination to granting of a patent. By the end of March 2015, a 40.3-month yearly average was achieved. This represented a 2.4-month reduction in overall pendency from the previous fiscal year. Success this year is due to sustained efforts to work through older inventory, strategic use of overtime and successful results of past recruitment strategies of patent examiners.

OPERATIONAL PRIORITIES AND RESULTS ACHIEVED

1. **Enhance patent quality and legal certainty:**
   - Revised and published several chapters of the *Manual of Patent Office Practice* (MOPOP) and published an *Examination Practice Respecting Medical Uses*

2. **Work on amendments to the *Patent Act* and *Patent Rules*:**
   - Carried out significant work related to *Patent Act* amendments toward Canada's ratification of the Patent Law Treaty (PLT). Amendments to the *Patent Act* received Royal Assent on December 16, 2014.

3. **Support work sharing initiatives:**
   - Provided on-site training to staff at the Chilean Patent Office for the Patent Cooperation Treaty.
   - Collaborated with China's State Intellectual Property Office and other Global PPH partner offices to develop a common interactive PPH request form.
   - As a member of the Vancouver Group, collaborated with Australian Patent Office and UK Intellectual Property Office on a paper on the principles of recording search strategies.

4. **Bring further improvements to the Quality Management System (QMS):**
   - Fully deployed quality control system for international applications, with subsequent improvements to the interface.
   - Upgraded search recording tool (to enable the provision of a fully documented search at each stage of examination prosecution and for outgoing examination reports).

The backlog of patent applications with a request for examination awaiting first action that are 18 months and older has been reduced by more than 90% since March 2012.

PATENT

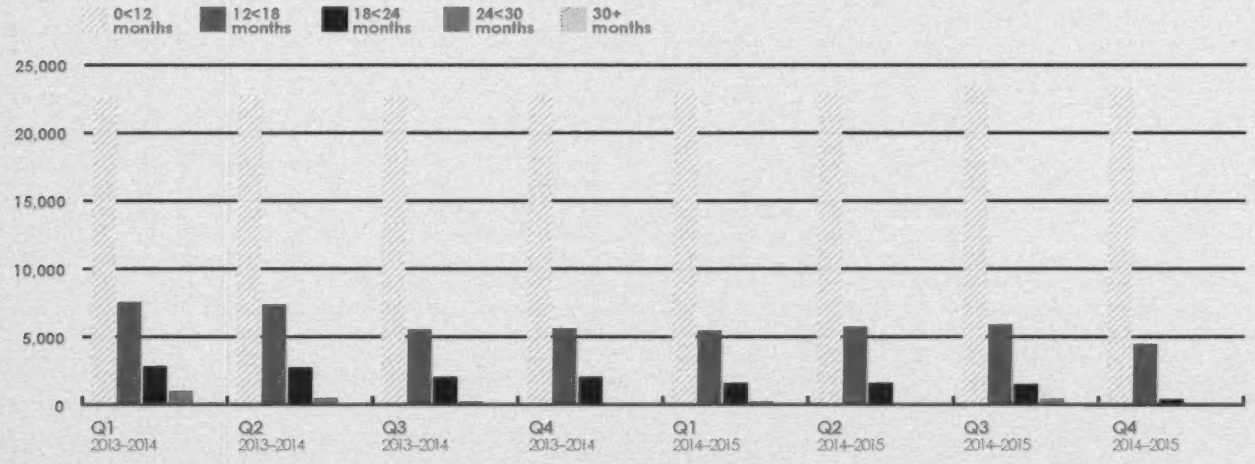
INVENTORY AND TURNAROUND TIME

CIPO'S PATENT TURNAROUND TIME (OR PENDENCY TIME) SHRANK BY NEARLY 17% BETWEEN 2011–2012 AND 2014–2015, AND THE INVENTORY OF PATENT APPLICATIONS WITH A REQUEST FOR EXAMINATION AWAITING FIRST ACTION WAS REDUCED BY 37% BETWEEN 2011–2012 AND 2014–2015.

drop

2011–2012	2012–2013	2013–2014	2014–2015
48.4	**45.7**	**42.7**	**40.3**
months	**months**	**months**	**months**

AGE OF INVENTORY* AWAITING FIRST ACTION**



* Age of inventory at end of quarter

**The age of inventory is calculated from the date of the request for examination

TRADEMARKS BRANCH

ORGANIZATIONAL OBJECTIVE:

To support CIPO's objective of reducing the time to administer IP rights, the Trademarks Branch aimed to reduce the number of months between the filing and registration of a trademark. By the end of March 2015, a 28.7-month yearly average was achieved. This represented a 1.7-month increase in overall pendency from the previous fiscal year. This result is due to work performed on the creation of management reporting tools, and particularly to the fact that these tools were able to identify unprocessed files in the file inventories, which resulted in the processing of older files. To counteract this increase, new measures continue to be taken to meet targets, such as the implementation of Lean in certain processes. Also, once the legislative changes made in 2014-2015 are implemented, the Trademarks Branch will be able to reduce and improve turnaround times going forward.

OPERATIONAL PRIORITIES AND RESULTS ACHIEVED

1. **Continue to improve processes, especially with respect to correspondence:**
   - Initiated Lean pilot to review all business processes from end to end, with good progress and positive results. Aiming to reduce overall turnaround time from filing to registration.
   - Committed to reducing the response times for correspondence received after an Examiner's report.
2. **Review reporting tools:**
   - Added "aging" component to most of reports for more accurate representation of our caseloads and to make better, timelier decisions.
   - Worked on production model to assist with determining optimal capacity.
3. **Continue to modernize the relevant regulatory and legislative frameworks:**
   - Worked on implementing new legislation that allows for accession to three international treaties (Nice Agreement, Singapore Treaty and Madrid Protocol).
4. **Implement new regulations regarding trademark agents**
   - Implemented the new regulations regarding trademark agents, which came into effect on April 1, 2014. New trademark agents must now pass the qualifying exam before being entered on the list of trademark agents.

Actions were also taken in 2014–2015 to actively reduce the inventory. While time spent on treating mail inventory files did cause a slight increase in the last quarter of the fiscal year, in general reducing the existing inventory has helped CIPO become more effective in managing turnaround times.

TRADEMARK

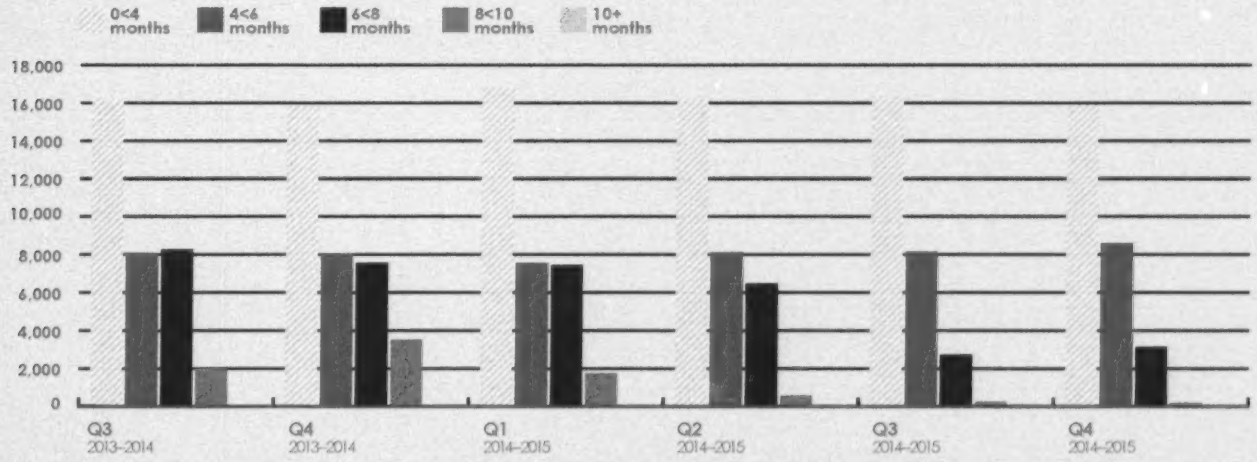
INVENTORY AND TURNAROUND TIME

WHILE CIPO'S OVERALL TRADEMARK REGISTRATION TURNAROUND TIME AND INVENTORY HAVE BOTH RISEN SINCE 2011–2012, IMPORTANT INSIGHTS HAVE BEEN GAINED INTO THE DRIVERS BEHIND THE TIMING FACTOR, AND A RENEWED COMMITMENT TO PROCESS IMPROVEMENT WILL LEAD TO TURNAROUND TIME REDUCTIONS IN UPCOMING YEARS.

rise

2011–2012	2012–2013	2013–2014	2014–2015
27.3 months	**27.1 months**	**27 months**	**28.7 months**

AGE OF INVENTORY* AWAITING FIRST ACTION



* Age of inventory at end of quarter

COPYRIGHT AND INDUSTRIAL DESIGNS BRANCH

ORGANIZATIONAL OBJECTIVE:

In 2014–2015, the Copyright and Industrial Designs Branch focused its efforts on reducing the time to examine an industrial design application and issue a timely decision. It set out to reduce the average number of months between receipt of an industrial design application and registration to 10.8 months. By the end of the fiscal year, the Branch had achieved an average rate of 11.8 months. This was partly due to a new "first-in-first-out" approach to prosecuting applications that brought forward older, more complex files. As well, many allowed files were associated with files still under prosecution, and could not be registered until the associated files were also allowed. (Without an association, a file is registered on the same day it is allowed.)

OPERATIONAL PRIORITIES AND RESULTS ACHIEVED

1. **Develop new models and processes for handling industrial design files in order to reach targets:**
   - Refined forecasting model.
   - Continued to improve forecast TAT from filing to allowance.
2. **Put a plan in place to significantly reduce current levels of inventory applications:**
   - Created new work tools to address pendency and ensure progress toward desired state.
   - Emphasized immediate action on office-driven pendency files by processing the oldest applications on a priority basis, significantly reducing the number of older files.
3. **Develop stronger performance reporting and monitoring tools:**
   - Used forecasting model as an essential tool to determine the number of resources required to meet our target.
4. **Continue to support IP modernization in preparation for Canada's accession to international treaties on industrial design:**
   - Collaborated internally, within the department and with the Department of Justice, to amend the *Industrial Design Act*. Amendments to the Act received Royal Assent on December 16, 2014.

Actions taken since March 2014 to actively reduce the existing inventory have contributed to a downward trend.

INDUSTRIAL DESIGN

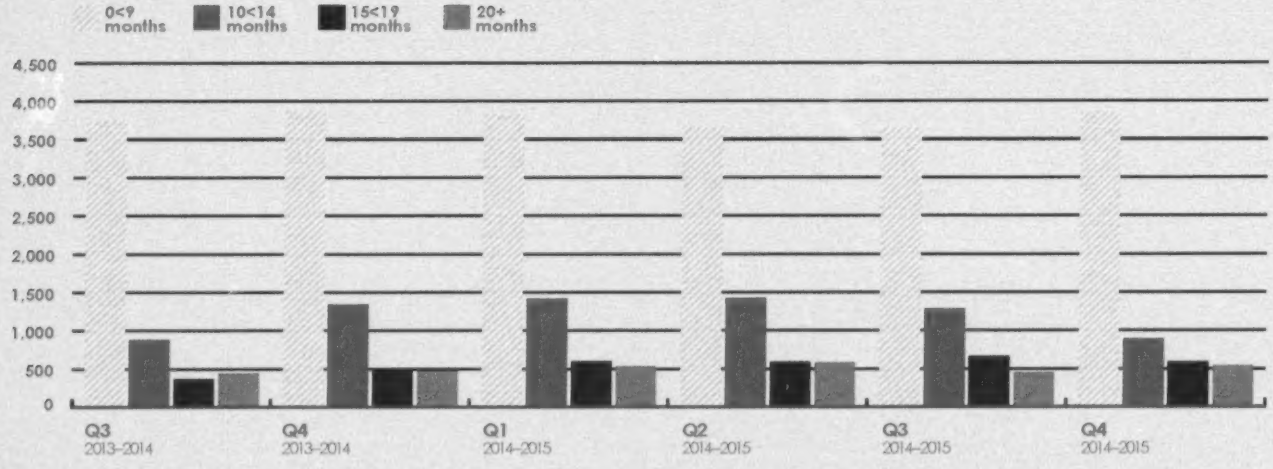
INVENTORY AND TURNAROUND TIME

A BACKLOG OF OLDER ID APPLICATIONS AND A CHANGE IN WORK PRACTICES HAVE SLOWED OPERATIONS IN THE SHORT TERM, BUT TURNAROUND TIMES AND INVENTORY LEVELS ARE NOW BEGINNING TO DECLINE FOR OLDER APPLICATIONS.

start of decline

2011–2012	2012–2013	2013–2014	2014–2015
TURN-AROUND TIME WAS **9.5 months**	TURN-AROUND TIME WAS **9.6 months**	TURN-AROUND TIME WAS **12.6 months**	TURN-AROUND TIME WAS **11.8 months**

AGE OF INVENTORY*



* Age of inventory at end of quarter

PATENT APPEAL BOARD

ORGANIZATIONAL OBJECTIVE:
The Patent Appeal Board achieved its 2014–2015 goal of reducing the review time for rejected applications to 24 months or less and is on track to fully achieve an 18-month turnaround time by the end of 2015–2016.

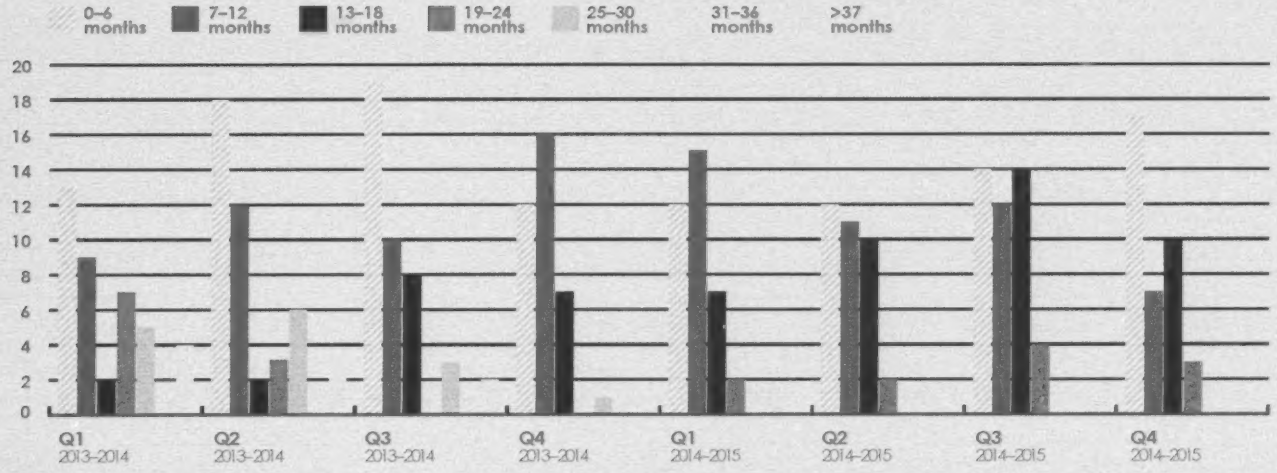
OPERATIONAL PRIORITIES AND RESULTS ACHIEVED

1. **Significantly reduce time to review a rejected application:**
   - Improved reporting and developed periodic status updates and mechanisms to encourage early identification of issues requiring intervention.
   - Prioritized alignment with CIPO priorities.

2. **Support IP modernization by adapting processes to reflect amendments to the *Patent Rules* and by providing guidance to the public on the new framework:**
   - Developed guidance for the public and the agent community on recent amendments to the *Patent Rules* affecting post-Final Action procedures.

The inventory of files older than 30 months has been eliminated, and the proportion of those 18 months or older has been reduced from 50% to 8% since March 2012.

AGE OF INVENTORY*



* Age of inventory at end of quarter

TRADEMARKS OPPOSITION BOARD

ORGANIZATIONAL OBJECTIVE:

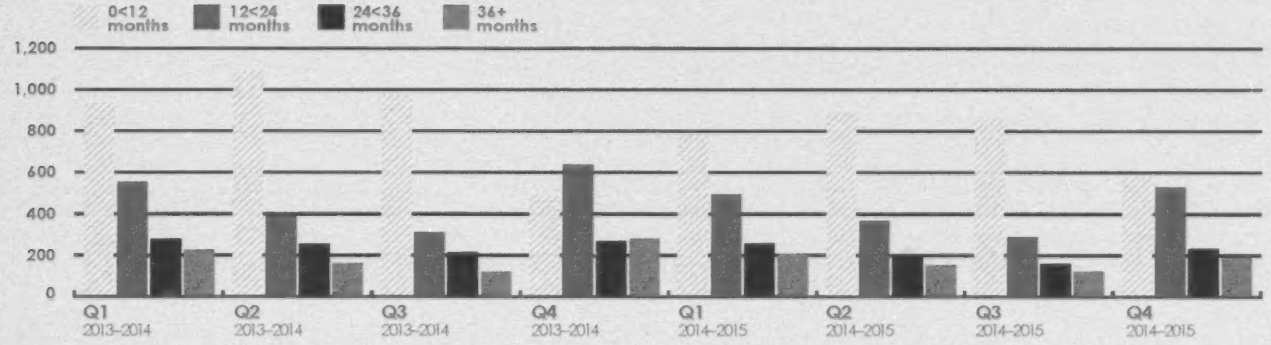
The Trademarks Opposition Board aimed to reduce the average turnaround time for opposition cases to 4 years—and exceeded that goal by achieving an average time of 3.25 years.

OPERATIONAL PRIORITIES AND RESULTS ACHIEVED

1. **Enhance quality and legal certainty:**
   - Cleared all regular cases started in 2009 or prior.
   - Continued control phase of the Lean project and maintained commitment to have all correspondence received reviewed within five days of receipt at the board.
2. **Work on amendments to the *Trade-marks Act* and *Trade-marks Regulations*:**
   - Worked with Trademarks Branch to develop sound business requirements for the legislative changes.
3. **Focus on regulatory and legislative amendments to implement Bill C-8, the proposed *Combatting Counterfeit Products Act*:**
   - Led regulatory drafting with Department of Justice and Trademarks Branch policy experts in response to legislative amendments following the Royal Assent of the *Combatting Counterfeit Products Act* (Bill C-8).
   - Led significant work related to the amendments to the *Trade-marks Act* and related regulations towards accession to the trademarks treaties. Amendments to the *Trade-marks Act* received Royal Assent on June 19, 2014.

Overall pendency (outstanding cases to be resolved) decreased by 30% for opposition and 16% for Section 45 since 2011–2012, and the total number of active cases for opposition decreased by 23% in the same period. All cases older than five (5) years have been closed.

AGE OF INVENTORY* OF OPPOSITION CASES



* Age of inventory at end of quarter

ADDITIONAL INFORMATION ONLINE AT WWW.CIPO.IC.GC.CA

Audited financial statements and Additional Financial Information

TRADEMARKS

Graphs

- Trademark Applications
- Trademark Disposals

Tables

- Trademark Applications Filed By Language
- Trademark Applications Filed and Registered by Province/Territory
- Top Ten Trademark Applicants
- Top Ten Trademark Registrants
- Trademark Applications Filed and Registered by Origin as stated by Applicant
- Trademark Opposition Board Operational Statistics

PATENTS

Graphs

- Patent Requests for Examination
- Patent Disposals

Tables

- Patent Applications Filed by Language
- Patent Applications Filed, Requests for Examination and Grants by Discipline
- Applications Filed and Granted to Residents of Canada and Foreign Countries (Fiscal year 2014–2015)
- Top 10 Patent Applicants (Fiscal year 2014–2015)
- Top 10 Patentees (Fiscal year 2014–2015)
- Patent Applications Filed and Granted by Origin as Stated by Applicant
- Patent Appeal Board Operational Statistics

COPYRIGHT

Graphs

- Copyright Applications
- Copyright Disposals

Tables

- Copyright Applications Filed by Language
- Copyright Applications Filed and Registered by Province/Territory
- Copyright Applications Filed and Registered by Origin As Stated by Applicant
- Top Ten Copyright Applicants

INDUSTRIAL DESIGNS

Graphs

- Industrial Design Applications
- Industrial Design Disposals

Tables

- Industrial Design Applications Registered by Language
- Industrial Design Applications Filed and Registered by Province/Territory
- Industrial Design Applications Filed and Registered By Origin As Stated By Applicant
- Top Ten Industrial Design Applicants
- Top Ten Industrial Design Registrants

Corporate Statistics

- Key Activities
- Finance
  - Revenues by Products and Services
  - Operating Expenditures by Category
  - Expenditures by Branch Grouping
  - Patent Revenues
  - Trademark Revenues
  - Copyright and Industrial Design Revenues
- Human Resources
  - Employees by Age Group
  - Total Employees
  - Employees by Gender
- Information Branch
  - Internet Traffic
  - Enquiries

Client Service Standards